

CITY OF BEAVERTON

Risk Manager

General Summary

Develop and implement sound risk management practices for the City to limit losses. Administer programs covering property and casualty risks, workers compensation safety and employee benefits.

Key Distinguishing Duties

Overall responsibility for managing one or more Human Resources programs including the development and implementation of policies and program plans.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Manage risk management, employee benefits, safety and workers compensation programs. Develop, review, approve and implement work plans, services, policies, procedures and reports. Analyze related legislation. Set performance standards. Evaluate performance and program effectiveness and take action for improvement as necessary. Prepare a variety of special and periodic reports for senior management and the Council. Chair City's Risk Management and Safety Committees.
2. Administer employee benefits, workers compensation and property damage claims. Gather, review and evaluate claim loss data. Document tort, workers compensation and property damage claims. Investigate claims and evaluate City exposure and coverage. Set reserves. Negotiate settlements and subrogate claims. Prepare and execute settlement documents and releases.
3. Supervise staff to ensure City goals and objectives are met. Schedule, assign and review work. Make hiring decisions for section staff and participate in hiring decisions for other Division staff. Provide opportunities for developmental training and performance coaching to employees. Conduct performance evaluations. Respond to employee grievances and oversee disciplinary processes according to the collective bargaining agreement and City policy.
4. Prepare and evaluate requests for proposals. Recommend contract awards and oversee contractors. Authorize payments to contractors and consultants.
5. Conduct safety inspections and audits for OSHA compliance. Review and recommend safety procedures for all departments. Prepare safety training plans and emergency plans. Coordinate or provide safety training.

6. Investigate questions about American's with Disabilities Act (ADA) compliance. Investigate and identify areas of reasonable accommodation as assigned.
7. Recommend level of risk retention to the Risk Management Committee. Obtain and evaluate competitive proposals for insurance. Work with insurance brokers and underwriters regarding insurance placement and renewal.
8. Prepare, recommend and monitor program budgets. Provide explanation for variances.
9. Develop work plans, timelines and resource allocations for assigned projects. Monitor progress to ensure objectives are met. Prepare reports and recommendations.
10. Serve as a member of the Human Resources department team. Participate in department operational processes including staff selection, budget preparation/monitoring, policy/procedure development and implementation.
11. Serve as a model for accomplishing City's vision and goals. Model and promote an environment that supports the highest quality results. Provide excellence in internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution.
12. Provide employees with basic job training and safety instruction. Actively support safety and loss control measures. Ensure employees are held to departmental safety and loss control standards.
13. Exhibit leadership to staff, work teams and fellow employees. Serve as a model for accomplishing City's vision and goals. Create an environment in which employees are focused on producing excellent quality results.
14. Produce an acceptable quantity and quality of work that is completed within established timelines.
15. Represent the City to the public, in legal or administrative proceedings, to other organizations or entities and in other situations as required. Make presentations and provide comment and testimony. Advance and protect the interests of the City and its citizens in all matters.
16. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
17. Participate in the City Emergency Management program including classes, training sessions and emergency events.
18. Follow standards as outlined in the Employee Handbook.
19. Support and respect diversity in the workplace.

Other Functions

1. Serve on or provide support to a variety of committees, task forces and advisory groups as necessary.
2. Perform related duties of a similar scope and nature.

Knowledge Required

- ◆ Expert knowledge of practices and principles of risk management, safety and employee benefits.
- ◆ Expert knowledge of the laws and regulations governing risk management, safety and employee benefits.
- ◆ Advanced knowledge of practices and principles of public/business administration practices and decision-making.
- ◆ Advanced knowledge of strategic planning methods with an emphasis on services related to risk management, safety and employee benefits.
- ◆ Advanced knowledge of public purchasing and contracting laws and regulations.
- ◆ Advanced knowledge of human resources management practices.

Skills/Abilities Required

- ◆ Advanced skill in conceptual analysis and policy/program development and implementation.
- ◆ Advanced ability to successfully manage the operations and budget of a program.
- ◆ Advanced ability to productively manage and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- ◆ Advanced ability to effectively manage multiple programs.
- ◆ Advanced ability to demonstrate leadership behavior to employees, contractors, public officials, other agencies, customers and the general public.
- ◆ Advanced ability to build consensus.
- ◆ Advanced ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Advanced ability to apply and to coach employees on excellent internal and external customer service skills.
- ◆ Expert ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public.
- ◆ Ability to make presentations and develop reports that may include technical information.
- ◆ Advanced ability to use word processing, database and spreadsheet programs and other software applications as required for position.

Minimum Qualifications Required for Entry

Bachelor's degree in industrial relations, business/public administration, or related field, and 7 years experience in managing risk management/safety programs or claims administration, or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Licensing/Special Requirements

- ◆ Positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.
- ◆ Associate in Risk Management, Certified Property and Casualty Underwriter and Certified Employee Benefits Specialist are desirable.

Working Conditions

Regular focus on a computer screen; daily precise control of fingers and hand movements; regular dealing with distraught or difficult individuals; regular standing for prolonged periods; occasional crouching, bending, kneeling, climbing or balancing; occasional use of protective gear or clothing; occasional work outdoors in inclement weather; occasional attendance at meetings or activities outside of normal working hours; daily operation of a motor vehicle on public roads.

Classification History

As of 10/97: Risk Manager

Revised: 1/98

New class specification title 1/98: Risk Manager

Revised: 11/04

Revised: 1/1/09

Status: M2

FLSA: Exempt

Human Resources Signature

Date